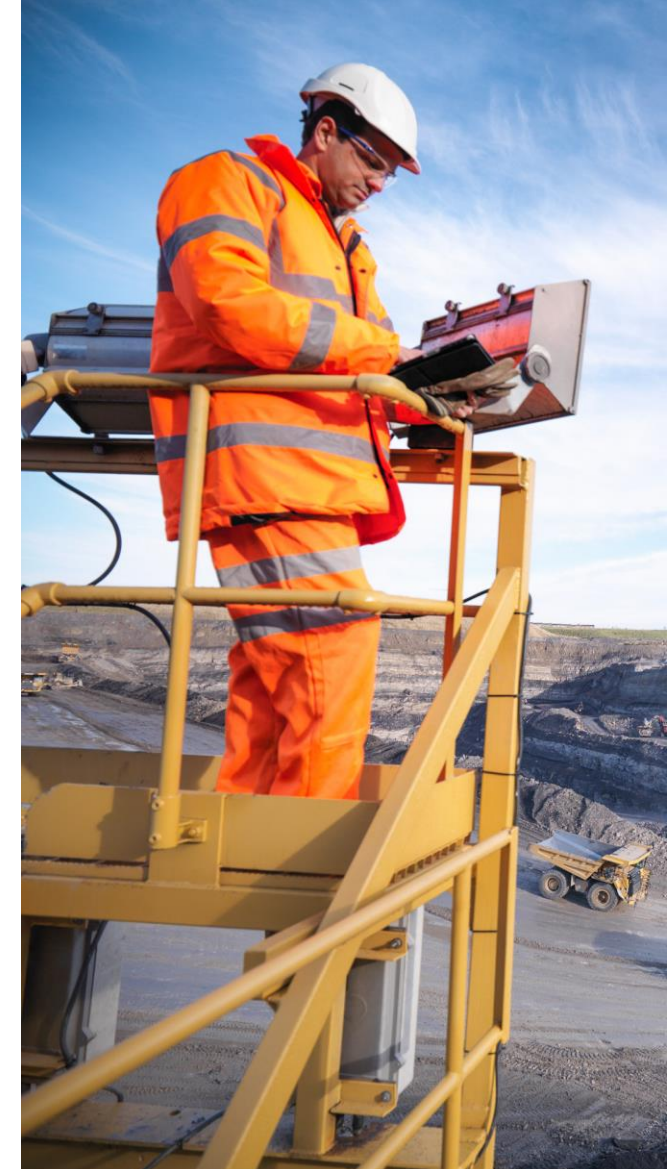


Phoenix Global : Transforming operations to optimize processes and customer service

Phoenix Global is a global leader in the metals and mining services and sustainable solutions. Using its proprietary technology, Phoenix Global provides metal recovery and scrap processing, scrap management, and co-product processing, handling, and marketing.

As the company grew since its founding in 2006, it added IT systems and capabilities in its locations, which resulted in fragmentation and data silos. GROW with SAP S/4HANA Cloud Public Edition provided Phoenix Global with the foundation for its Data Connect initiative, a digital ecosystem that enables real-time visibility, consistent processes company-wide, and enhanced customer service.

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Leveraging expertise to solve industry-specific challenges with game-changing results

Before: Challenges and opportunities

- Slow, fragmented systems that limited visibility, the ability to track KPIs, and a single point of view
- Inconsistencies from plant to plant and reliance on manual processes when performing key activities
- Excessive time for mission-critical tasks including inventory management and closing their books

Why SAP and Syntax?

- Deep experience in the metals and mining industry and public cloud implementation
- Proven best practices and tools to tailor processes to Phoenix Global's unique processes
- Solutions that deliver expanded functionality and guidance toward true business transformation

After: Value-driven results

- Improved profitability and reduced costs in the double digits
- SAP public cloud best practices enabled go-live in half the time and costs of competitive solutions
- Ability to build a global template of uniform processes saving millions on labor and inventory

“We compared our legacy ERP and then all the top providers in the space. It really came down to **SAP's industry knowledge depth**, speed of implementation, and partner network.”

Jeff Suellentrop, Chief Information & Technology, Officer, Phoenix Global Systems

20-25%

Decrease in IT operating costs with a 10x increase in functionality

80%

Reduction in process and tech debt leveraging SAP and Syntax best practices

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Gaining advantages through near real-time data

Competitive organizations decrease the time from data to insights and action. Before implementing GROW with SAP S/4HANA Cloud Public Edition, Phoenix Global decision-makers waited for information. The company collected data from each site for analysis using legacy processes. Now, data streams integrated with SAP provide insights within a few minutes of activity. The leadership team can make decisions with confidence, such as whether equipment purchases are necessary based on demand and utilization.

Phoenix Global's solution from SAP and Syntax also provides the foundation for automation. All equipment is integrated with SAP, enabling predictive maintenance, reducing downtime and time allocated to manual inspections. Automating processes in finance, including bank integrations and streamlined accounts receivable (AR) and accounts payable (AP), save time, eliminate human error, and optimize decision-making. Overall, the company can deliver value to its customers faster and more efficiently.

“Understand the business outcomes you want first rather than on technology. So many people think that they can't achieve their goals because of their legacy systems. Focus on what you want to do, then match solutions to it instead of focusing on constraints.”

Jeff Suellentrop, Chief Information & Technology, Officer, Phoenix Global

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Featured solutions and services

SAP solutions providing value to Phoenix Global Systems today:

- GROW with SAP S/4HANA Cloud Public Edition
- SAP Enterprise Asset Management
- SAP Business All-in-One for Professional Services
- SAP Business Technology Platform

Featured Partner

